

## LOCAL PROMISING IDEAS AND PRACTICES

### Improve child support collections

**Out-Stationing DCS collection staff at CSO (trial basis).** This is promising as we are looking to see if out-stationing staff will increase our efficiency in providing services to our shared clients.

**Partners:** Spokane Valley CSO (provides space and technical support; markets staff availability) and Spokane DCS (provides staff resource)  
**Program Impacts:** Increased knowledge of each other's services, processes and resource issues, quicker turn around on good cause and non coop cases, ability to reach population that normally would not contact DCS, barrier removal for clients that are receiving CSD services and owe child support.  
**Resources:** Staff, space, tech support; reduced staff availability to DCS caseload  
**Policy Changes:** No, however, idea could be more effective if DCS were an eJAS partner  
**Benefits:** Still evaluating the trial run, but the indications are yes  
**Contact:** Mark Swenson, District Manager, Spokane DCS, 509-363-5063

### **Collaboration with local community college in educating DCS staff in offering non-custodial parents (NCPs) possible training options.**

**Partners:** Spokane DCS and Spokane Community College  
**Program Impacts:** It is anticipated that involvement in improving NCPs earning capacities will further self-sufficiency.  
**Resources:** Staff time. No costs  
**Policy Changes:** No  
**Benefits:** It has the potential, but we're pretty new at this  
**Contact:** Randy Rudin, Program Administrator, Spokane DCS 509-363-4985

**Coordinated Services Initiative:** As part of the Coordinated Services Initiative, we created DCS Liaisons with DCFS. The DCS Liaison has a dual purpose, both receiving and providing information related to CAMIS, foster care and child support cases. The role of the liaison is to be available to DCFS staff and respond to questions related to our program and how they affect the clients of DCFS, as well as obtain information that affects child support cases. We have also provided training to assist DCFS staff in obtaining information directly.

**Partners:** CSD, DCS, DCFS  
**Program Impacts:** Development of case identification criteria and process for staffing foster care children who are aging out of care.  
**Resources:** Staff  
**Efficiencies:** See Description  
**Contact:** Hillary Bryan, Pierce South CSO Administrator, 253-671-7901 & Carol Fredricks, Support Enforcement Officer DCS, 253-476-7599

## LOCAL PROMISING IDEAS AND PRACTICES

**Paternity establishment in two party households.** Olympia Division of Child Support (DCS) trains and supports CSO personnel in obtaining a confirmation of paternity from the father in a 2 party household whose children are on TANF with him. The confirmation of paternity is by proof of marriage and birth certificates, or by filing either a Paternity Affidavit or obtaining a Paternity Order. The CSO assists DCS by obtaining this information while the father is on TANF with his children. The expected results for DCS are 1) an improvement in our federal performance measure of the number of children born out of wedlock for whom paternity is established and 2) facilitation of future child support order establishment and enforcement actions. These 2 party household cases are not normally forwarded to DCS for enforcement or paternity establishment but are a part of the CSO's caseload. Without the work done by the CSO, DCS would not know of the existence of the case. Therefore, these actions are particularly important and timesaving to DCS in the areas of paternity establishment and future order establishment and enforcement.

**Partners:** The partners involved are the Olympia DCS and the CSO(s) in our catchments area. The role of the CSO is to confirm paternity of the father and/or inform DCS that additional paternity establishment with the Prosecuting Attorney is required. DCS may also be asked by the CSO to forward the Paternity Affidavit to DOH and/or provide forms to the CSO when needed.

**Program Impacts:** DCS expects to find improvements in percentage of paternities established and facilitation of future order development and enforcement. The CSO may be able to realize an added benefit to the family based on the father's acknowledgement of paternal connection to the children.

**Resources:** DCS expends time for training development and delivery, including training handouts. Costs are minimal.

**Policy Changes:** None

**Benefits:** Increases our percent of paternities established goal and should the children later receive TANF in a one parent household DCS is better prepared to take timely establishment and enforcement actions without delays to resolve paternity issues.

**Contact:** David Wilson, SEO4 Olympia DCS at 360-664-6853 or [dwilson@dshs.wa.gov](mailto:dwilson@dshs.wa.gov)

**TANF Child Only Project.** In the Chehalis CSO, staff will interview non-parent custodians to obtain more information about the non-custodial parent (NCP) to assist DCS to establish paternity, establish and enforce child support. The CSO identifies appropriate cases for the interview. The clients will be interviewed by CSO staff using (in part) current information provided by DCS. CSO and DCS staff developed an information sheet that will be completed by staff in both the CSO and DCS to use in the actual interviews. DCS will have staff available for phone access should more information be needed. Results that will be tracked during the project will be: the number of new paternity establishments, increases in child support collections, the number of new NCPs located and the number of new NCP identifications.

**Partners:** Chehalis CSO and Olympia DCS

**Program Impacts:** An increase in the number of new paternities established, increased collections, and an increase in absent parents identified and located.

**Resources:** Minimal resources, existing staff time.

**Policy Changes:** None

**Benefits:** As stated in program impacts above.

**Contact:** Mike Johnson, CSOA, Chehalis CSO 360-740-3801 & Steve Woodworth, SEO4, Olympia DCS 360-664-2900

**Active TANF cases with child support payments in Clallam and Jefferson County.** Identify active TANF cases with any child support payments in Port Angeles, Port Townsend and Forks CSOs to determine if any recipients merited review for termination of TANF benefits during October 2005. DCS identified 101 paying child support cases

## LOCAL PROMISING IDEAS AND PRACTICES

where the custodial parent and child(ren) were receiving TANF benefits. DCS provided the list of cases to the Port Angeles CSO, who reviewed the list to determine if any recipients should terminate TANF benefits.

**Partners:** Olympia DCS and Port Angeles CSO.  
**Program Impacts:** Closed 5 TANF cases because of the receipt of child support in the household.  
**Resources:** Minimal. One SEO4 spent approximately 8 hours reviewing a list of 101 cases for payments. CSO spent 5 hours reviewing list and cross matching with other reports.  
**Policy Changes:** None  
**Benefits:** The review decreased the number of TANF cases in the Port Angeles, Port Townsend and Forks CSOs.  
**Contact:** Gary Bierman, SEO4 Olympia DCS, 360-664-6959

**Offering Tele-worksite Opportunities.** Region 3 encompasses a large geographical area as well as some of the worst traffic I-5 has to offer. The idea began with the thought of offering opportunities to staff to work closer to where they live, thereby reducing their commute times and distances and increasing morale. We felt that the advancement in technology demonstrated that an Support Enforcement Officer's (SEO's) work could be done from any worksite that allowed for all of the security necessary to maintain confidentiality as required by our agreements with other entities (IRS etc.) The Region's CSO's fit those criteria. We also thought a secondary benefit would be the relationship building that would take place with a presence in the CSO's and we needed space from the CSO. The Region's CSOA's agreed to provide a locked office (per IRS regulations) in exchange for approximately 1 hour interaction per SEO/day for help with questions they had relating to child support. Their expectation was that with increased assistance from DCS, they would be able to divert more clients from actually receiving TANF. We also believed that our presence there would enable us to gather information about clients more quickly, help SEO's get information on Good Cause questions and other CSO issues and generally understand more about how to get and give information to our closest partner.

**Partners:** Currently CSOs in Mount Vernon, Smokey Point, Everett, Monroe, and Lynnwood.  
**Program Impacts:** Clients applying for TANF have ready access to a SEO that can answer questions they have about child support. This may enable them to avoid receiving TANF benefits. It also may provide the SEO with information unknown by DCS prior to this, which may enable DCS to serve a Non-Custodial Parent NCP) or NCP employer that was previously not locatable.  
**Resources:** CSO's have provided a lockable office in each participating CSO at no cost to DCS. No other funds have been expended.  
**Outcomes:** Increased communication and collaboration with CSO staff has been positive. SEOs telecommuting from a CSO are able to perform all duties from the CSO with the exception of talking with a walk-in client and answering direct phone calls.  
Additional System Outcomes: Initially, we kept logs to ensure that no more than one hour was being used on direct CSO issues. This gradually dropped off as we realized that the time spent with CSO staff varied widely from day to day but never exceeded the allotted time by average. We were unable to measure actual diversion numbers because if a client decided not to receive assistance, or diversion funds, no case was opened. This meant there was no electronic count available. Anecdotally there have been several cases related by SEO's of diversion due to DCS intervention. This reduces the CSO's enrollment count, helping them meet their goals. It also keeps a case from counting as a TANF/former TANF case on the DCS goals. Our recent meetings on e-referrals also demonstrated the positive influence "getting to know each other better" has had. While the referrals received are not necessarily better, we find reaching someone to get an answer is very fast and simple.  
**Contact:** Patti Dalrymple, Everett DCS, 425-438-4925

## LOCAL PROMISING IDEAS AND PRACTICES

**WorkFirst / WorkSource Referral Project.** The WorkFirst/WorkSource referral project was developed to use in the negotiation process with non-custodial parents that claim a low paying or lack of employment as a barrier to paying child support. A referral to the local WorkSource Center is offered to the non-custodial parent. The purpose of the referral is to connect the non-custodial parent with services within their community that may be of assistance in overcoming barriers to successfully obtaining employment. Such services may be assistance in writing a resume, access to a computer for job search, access to job skill training or even more serious barriers such as a felony record.

**Area:** Skagit

**Partners:** Region 3 Employment Security WorkSource Centers, Northwest WorkForce Development Council and Alderwood Community Service Office have worked with the Everett Division of Child Support Office to develop a local process for these referrals. The process includes ability for follow up with a contact person at the Center, as to the progress and cooperation of the non-custodial parent.

**Resources:** No additional costs have been incurred by the partner agencies. Resources used were those all ready in place.

**Outcomes:** System Outcome: The project has been more useful as a tool for the Support Enforcement Officers in negotiations and as a step in the contempt referral process. Client Outcome: Over this past year 28 non-custodial parents have shown interest in receiving a referral to a WorkSource Center. Of those 28, 10 returned the required forms for a referral and were referred to the WorkSource Center in their local area. The project still lacks the ability to enforce follow through by clients.

**Contact:** Patti Dalrymple, Everett DCS 425-438-4925

**Assistance To Non-Custodial Parents:** Partners in the Rainier-Capitol Hill-Belltown Local Planning Area identified a need in their community to provide services to non-custodial parents. Custodial parents are usually aware of services in the community that can assist them toward self-sufficiency. Non-custodial parents have less information about services they may be eligible for. Twenty-four community partners in the Rainier- Capitol Hill-Belltown LPA joined together to present a "Fatherhood Resource Fair" on November 5 at the Rainier Community Center. The fathers received information and services on Child Support and Visitation, Employment Opportunities, Continuing Education, Training Opportunities, Effective Parenting, Housing Assistance, Energy Assistance, Transition and Re-entry programs. Approximately 75 men took advantage of the information and resources.

<b>Partners:</b>	Division of Child Support Neighborhood House FAME Children and Family Center Employment Security Rainier Community Service Office Divine Alternatives for Dads Service Central Area Motivation Project King County Prosecuting Attorney Conscious Fathering Mayor Greg Nichols Office for Seniors	Administration for Children & Families Child Support Team South Seattle Community College Neighborhood House Capitol Hill Community Service Office Seattle Vocational Institute King County Public Health Prepaid Legal Services TRAC - Seattle Jobs Initiative Seattle Chamber of Commerce Seattle Office of Housing	Society of Counsel Children's Home Society of WA Seattle Central Community College WorkSource Rainier Washington Families First Fremont Public Assoc. Food Stamp Outreach Rainier Beach Family Center ANEW Y's Men – YMCA
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## LOCAL PROMISING IDEAS AND PRACTICES

**Program Impacts:** In addition to providing great information to the fathers, the vendors were enthusiastic about meeting others who provide services in the community.

**Resources:** Commitment and investment of time. Community Trade and Economic Development paid for the refreshments, Children's Administration for Children and Families rented the community center and the Division of Child Support funded the advertising.

**Policy Changes:** No policy changes were needed

**Benefits:** The LPA expects that non-custodial parents who take advantage of community services will be better able to participate in their children's lives, contribute to their care and assist to build healthier families and stronger communities. Calls came in from Spokane, Bellingham and Vancouver requesting assistance for non-custodial parents in those communities and asking when the fair would be held in their community. This LPA expects to do this event again. Community support and attendance should increase because the initial event was so positive and word should spread about the great resources that were showcased that day.

**Contact:** Zella Ramsey at 206-341-7440, [zramsey@dshs.wa.gov](mailto:zramsey@dshs.wa.gov).

**Bright Start Federal Grant for Paternity:** Yakima, Vancouver, Fife, and Tacoma DCS offices are participating in a federal grant with the goal of improving the establishment of paternity.

**Partners:** Prosecuting Attorneys, CSD, Pre- and Post-Natal Pediatric Clinics, Federally funded programs such as Head Start and WIC, County Vital Records, Native American Tribal Liaisons, and area Hospitals

**Outcomes:** Still in initial stages of implementation

**Resources:** Staff, County Dispute Resolution Centers, Genetic Testing Partner, Lab Corp

**Policy Changes:** Not at this time

**Efficiencies:** Still in planning stages

**Contact:** John Hoover (DCS – Headquarters) 360-664-5317, Sylvia Flores (Yakima DCS) 509-249-6033, Roger Johnson (Vancouver DCS) 360-397-9790, Donna Hengeveld (Fife DCS) 253-680-3131, and Mary Jo Seaholm (Tacoma DCS) 253-476-7676

**Healthy Marriage Waiver:** Fife, Tacoma, and Yakima DCS offices are participating in a federal grant, "Healthy Marriages" with the goal of increasing financial support for children, improving establishment of paternity, as well as improving father's relationship with both their children and the children's mother.

**Partners:** DCS, CSD, Metropolitan Development Council, Faith Based Organizations in the Lakewood Area

**Program Impacts:** Still in start up phase. Intended impact is stated in the description above.

**Resources:** Staff

**Policy Changes:** None at this time

**Efficiencies:** Still in planning stages

**Contact:** Mary Jo Seaholm (Tacoma DCS) 253-476-7676, Donna Hengeveld (Fife DCS) 253-680-3131, and Sylvia Flores (Yakima DCS) 509-249-6033

## LOCAL PROMISING IDEAS AND PRACTICES

**DSHS Intra-Agency Data Sharing Agreement with Children's Administration (CA)**. This allows CA to access DCS records in order to obtain necessary information about children who are receiving services from both agencies. This includes:

- Locating parents;
- Identifying fathers for whom paternity has been established;
- Identifying putative fathers and entities who are entitled to notification regarding termination of parental rights;
- Identifying source of public funds, which parents receive on behalf of their children (TANF, Social Security, SSI, etc.); and
- Determining whether a child is eligible for a federally funded foster care program.

**Partners:** DCS and DCFS

**Program Impacts:** Better access to information about children who are receiving services from both agencies.

**Resources:** Staff

**Policy Changes:** Intra-Agency Data Sharing Agreement

**Benefits:** Strengthens program outcomes and access to needed information

**Contact:** Dennis Vercillo – HQ DCS 360-664-5234

**Partnership to expedite paternity establishment** in cases where the child is alleged to be a dependent of the State of Washington. This goal requires the coordinated efforts of members listed below to enable these agencies to more properly serve the interests of the child.

**Partners:** Pierce County Prosecutor, DCS, Pierce County Juvenile Court, Attorney General's Office, and DCFS

**Program Impacts:** Expediting paternity establishment in dependency cases

**Resources:** Staff

**Policy Changes:** Established Protocol Agreement signed by all partners

**Benefits:** Expedites paternity establishment in Dependency cases

**Contact:** Carol Fredricks (DCS) 253-476-7599 and Elizabeth Vincent (PCPA)